



ADMINISTRATION MANUAL

SUBJECT:	Emergency Response Notification of Senior Management Team	POLICY/ PROCEDURE #: C-9
SECTION:	C- General Administration Emergency Response Plan	PAGE #: 1 of 3
IMPLEMENTATION DATE:	September 2006	APPROVED BY: Senior Management Team/General Manager
REVISION DATE(S): REASON FOR REVISION:	December 2006 Post-move phone system changes; title changes February 2009 Due to revisions to Emergency Response Plan	SIGNATURE: <i>Original signed by Lora Beckwith, General Manager</i>
RELEVANT LEGISLATION:		

PURPOSE

To provide NRH employees, housing providers and rent supplement landlords with guidance in the notification of the Senior Management Team about emergencies.

POLICY

NRH staff shall notify their divisional manager immediately upon becoming aware of emergencies. Housing providers should advise the Manager of Housing Programs as soon as possible upon learning of an emergency situation. Rent Supplement landlords should advise the Manager of Housing Programs of emergencies as soon as possible during normal working hours. NRH staff are expected to follow protocol as dictated by the NRH Emergency Response Plan immediately for NRH-owned units. In the case of housing providers and rent supplement landlords, staff should engage the Emergency Response Plan upon notification of emergency and determination of need.

DEFINITIONS

An emergency is a situation, or the threat of a situation, which abnormally affects the lives and property of NRH, housing provider and Rent Supplement communities and as such requires a co-ordinated response by both public and private agencies to protect or assist those affected.

In Niagara, emergencies may include, but are not limited to: floods, tornadoes, hurricanes, blizzards, transportation collisions involving hazardous material, air or rail crashes, toxic or flammable gas leaks, electric power blackouts, building or structural collapse, uncontrollable fires, explosions, breakdown in flow of essential services/supplies, or any combination thereof.

PROCEDURE

Any situation that has the potential to result in personal injury or death of an employee, tenant/member or visitor to NRH owned or housing provider must be brought to the attention of the divisional manager by the employee(s) who is/are aware of the situation. Emergencies that occur on Rent Supplement property that may have an impact on the Rent Supplement unit must be brought to the attention of the Manager of Housing Programs. Emergencies that affect NRH may include the following:

1. threats to the life, safety and/or health of NRH employees caused by environmental factors
2. threats or actual criminal or violent acts against an employee, tenant/member, or group of tenants/members
3. property damage that makes a housing unit uninhabitable for residents
4. evacuation of resident and/or resident family members as determined by emergency responders (fire, police, ambulance) and Medical Officer of Health or designate
5. damage to housing stock and property that poses imminent risk of injury to tenants/members, neighbours or passersby

During Work Hours – Monday – Friday 8:30 a.m. to 4:30 p.m.

Owned Units

When an employee (including a building attendant or custodian learns of a situation that requires an emergency response, he or she must notify their supervisor and/or the Manager of Housing Operations, directly, who, in turn, notifies the General Manager. If the manager is unavailable to staff, the General Manager is notified directly. The General Manager determines if the Senior Management Team should be notified. The Senior Management Team then consults to determine the appropriate response to the situation, the direction provided to staff, and whether or not to activate the Emergency Response Plan.

Housing Provider Units

In the case of a housing provider emergency, it is expected that the Housing Administrator will be notified as soon as possible. The Housing Administrator will advise the Manager of Housing Programs, who will advise the General Manager and monitor the situation for consideration of activation of Emergency Response Plan.

Rent Supplement Units

In the case of an emergency that affects a Rent Supplement unit, it is expected that the Rent Supplement landlord will notify the Manager of Housing Programs during normal working hours. The Manager of Housing Programs will notify the General Manager.

After Hours

NRH Owned Communities

After hours, weekends and statutory holidays, incoming tenant calls are provided the option to be answered by the Answering Service staff. (The Answering Service is the contracted telephone service that responds to incoming tenant calls after hours, on weekends and on statutory holidays. The Answering Service is provided by Central Communications of Welland at 905-732-9653). Central Communications staff screens all calls according to their level of urgency.

Tenant calls related to fire, flood, personal injury, death and calls from on-site personnel (building attendants or custodians) may result in the activation of the Emergency Response Plan. These calls require notification of the On- Call Property Administrator and the Manager of Housing Operations.

Appendix A of the NRH Emergency Response Plan provides the Telephone Fan Out to be used.

In summary, the On-Call staff member must immediately notify, by phone, the Manager of Housing Operations, who, in turn, contacts the General Manager in order to declare an emergency and initiate the Emergency Response Plan. Whenever a doubt exists as to whether or not the situation qualifies as an emergency, the Property Administrator calls the Manager of Housing Operations to discuss the issue.

Housing Provider Communities

After hours, weekends and statutory holidays, incoming housing provider calls are provided the option to be answered by the Answering Service staff. Central Communications staff will contact the Manager Housing Programs of all housing provider emergencies. The Manager of Housing Programs will follow procedures as dictated by the NRH Emergency Response Plan and advise appropriate staff, according to the level of urgency.

Rent Supplement Communities

For emergencies occurring after hours, the NRH Answering Service will not normally be contacted by either the private landlord or by the Rent Supplement tenant. The Manager of Housing Programs will likely be advised of an emergency in Rent Supplement buildings during normal working hours.

Documenting the Incident and the NRH Response/Actions

The Contentious Issue Report is used to document the incident and the NRH response and actions taken. The Contentious Issue Report summarizes for the manager and General Manager the nature of the situation, what happened, why it is potentially contentious, the individuals involved, the community impacted, the involvement of other agencies in its resolution and the steps taken by NRH employees to resolve the issue. Subsequent reports must be completed if the situation is on-going.

The Contentious Issue Report is reviewed by the divisional manager for approval. The manager forwards it to the General Manager for approval. A copy is sent by the General Manager to all staff involved and the Senior Management Team.

The General Manager determines who else receives a copy of the Contentious Issue Form. A copy may be forwarded to the NRH Chair and Board of Directors, the Regional Chair, the Niagara Region CAO, Niagara Region commissioners, Niagara Region Corporate Communications, and/or their support staff under the following circumstances:

1. the situation impacts the wider community or neighbourhood;
2. the situation requires an emergency response by first responders (NRPS, fire, ambulance);
3. a Niagara Region department is involved in the response;
4. calls are expected by members of the public or the media.

SUPPORTING FORMS

Appendix A of the NRH Emergency Response Plan
Monthly On- Call List for Niagara Regional Housing
Contentious Issue Report

RELATED POLICIES

G- 1 After Hours Response to Tenants' Requests for Maintenance Service